iVMS-5200Professional_3.2

FAQ

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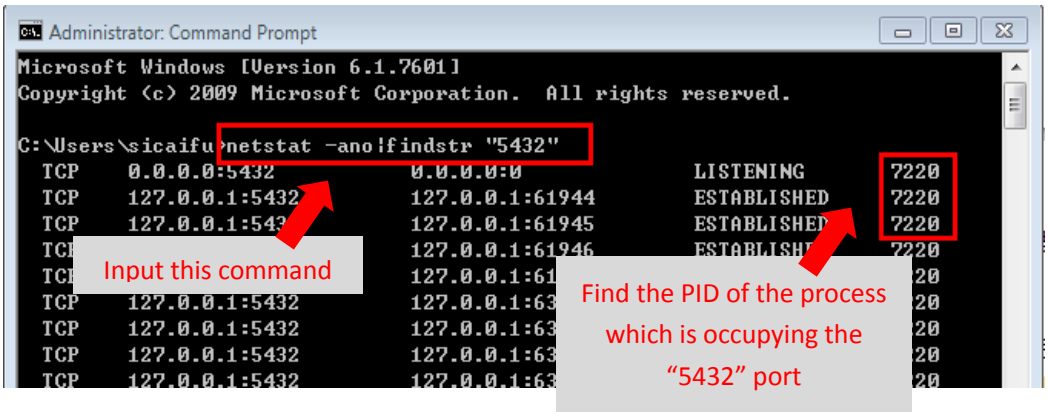
1 Installation Issues

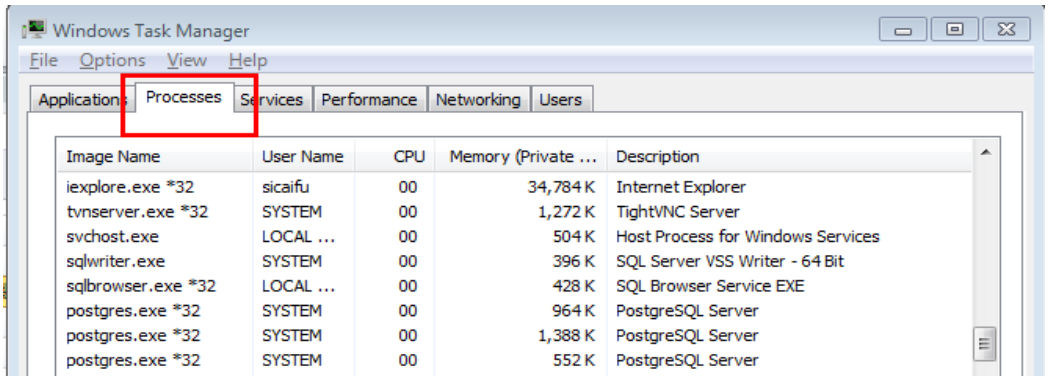
1.1 Database port is occupied

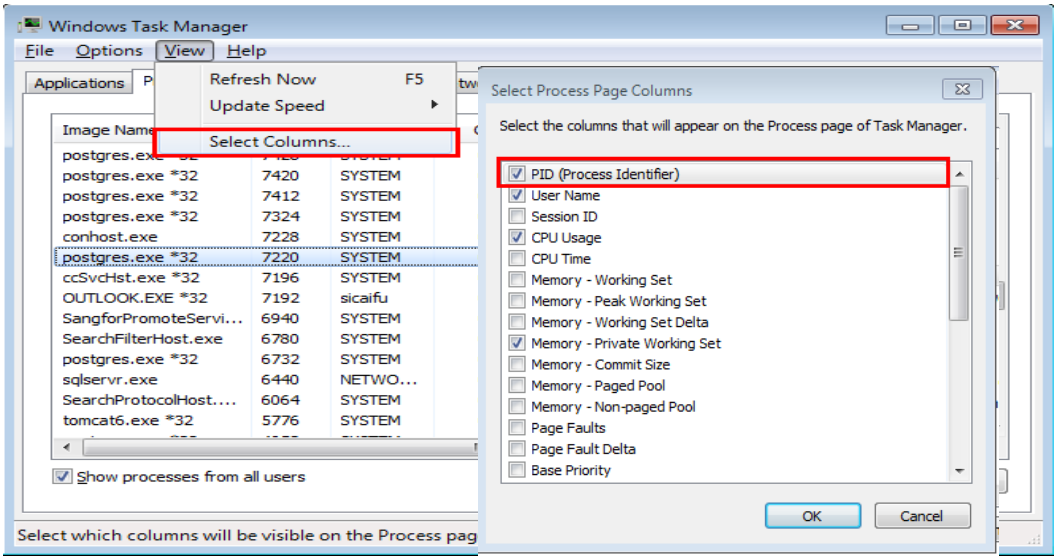
The "5432" port is used for the database of the software, if it is occupied, the installation will fail .Find the process which is occupying the "5432" port, and end the process.

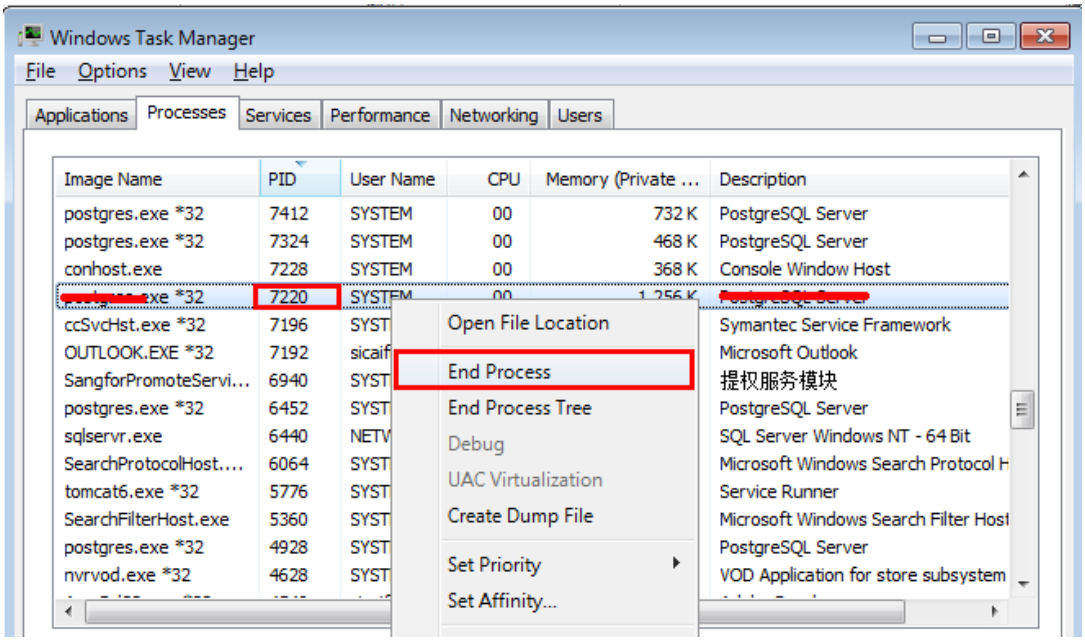
i. Open command line window, input netstat –ano|findstr "5432" to search the PID of the process which is occupying the "5432" port


Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Users\sicaifu>netstat -ano|findstr "5432"
TCP 0.0.0.0:5432 0.0.0.0:0 LISTENING 7220
TCP 127.0.0.1:5432 127.0.0.1:61944 ESTABLISHED 7220
TCP 127.0.0.1:5432 127.0.0.1:61945 ESTABLISHED 7220
Input this command
Find the PID of the process which is occupying the "5432" port

ii. Open the Windows Task Manager, according to the PID, follow the step shows below, locate the process in Windows Task Manager, and end the process

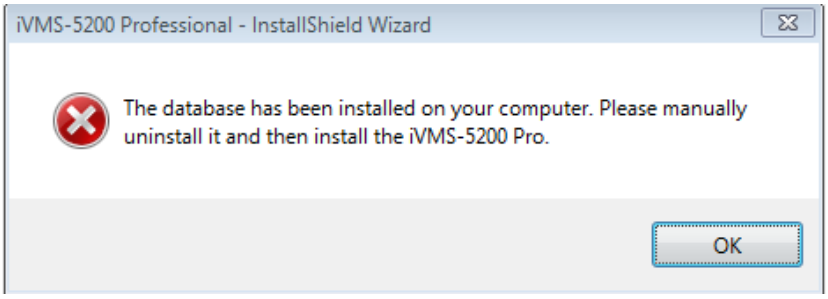

Windows Task Manager
File Options View Help
Applications Processes Services Performance Networking Users
Image Name User Name CPU Memory (Private ... Description
iexplore.exe *32 sicaifu 00 34,784 K Internet Explorer
tvnserver.exe *32 SYSTEM 00 1,272 K TightVNC Server
svchost.exe LOCAL ... 00 504 K Host Process for Windows Services
sqlwriter.exe SYSTEM 00 396 K SQL Server VSS Writer - 64 Bit
sqlbrowser.exe *32 LOCAL ... 00 428 K SQL Browser Service EXE
postgres.exe *32 SYSTEM 00 964 K PostgreSQL Server
postgres.exe *32 SYSTEM 00 1,388 K PostgreSQL Server
postgres.exe *32 SYSTEM 00 552 K PostgreSQL Server




Windows Task Manager
File Options View Help
Applications Processes Services Performance Networking Users
Image Name PID User Name CPU Memory (Private ... Description
postgres.exe *32 7412 SYSTEM 00 732 K PostgreSQL Server
postgres.exe *32 7324 SYSTEM 00 468 K PostgreSQL Server
conhost.exe 7228 SYSTEM 00 368 K Console Window Host
7220
ccSvcHst.exe *32 7196 Symantec Service Framework
OUTLOOK.EXE *32 7192 Microsoft Outlook
SangforPromoteServi... 6940 提权服务模块
postgres.exe *32 6452 PostgreSQL Server
sqlservr.exe 6440 SQL Server Windows NT - 64 Bit
SearchProtocolHost.... 6064 Microsoft Windows Search Protocol H
tomcat6.exe *32 5776 Service Runner
SearchFilterHost.exe 5360 Microsoft Windows Search Filter Host
postgres.exe *32 4928 PostgreSQL Server
nvrvod.exe *32 4628 VOD Application for store subsystem
Open File Location
End Process
End Process Tree
Debug
UAC Virtualization
Create Dump File
Set Priority
Set Affinity...

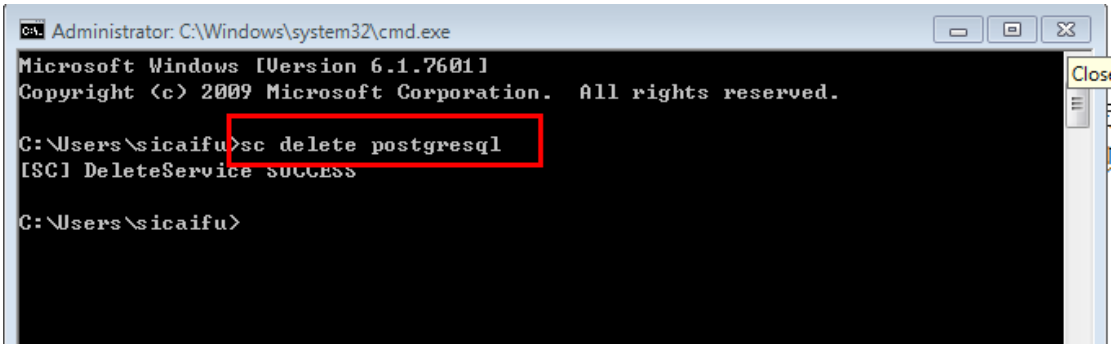
1.2 Installation failed because of the improper uninstallation

Installation failed and the error message shows:


iVMS-5200 Professional - InstallShield Wizard
The database has been installed on your computer. Please manually uninstall it and then install the iVMS-5200 Pro.
OK

If you didn't uninstall the iVMS-5200professional software by a proper way but just delete the file of the software in the installation directory, you should delete the database service manually, and then reinstall the iVMS-5200professional:

Use command [sc delete "service name "] to delete the service



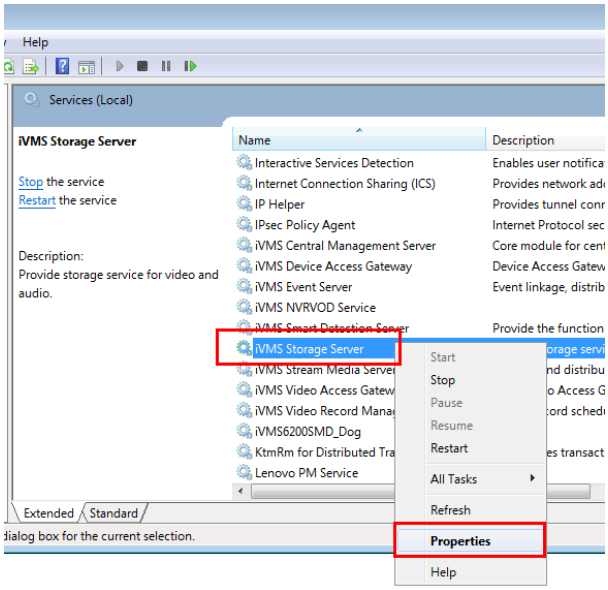
The SMS or SS exception:

After installing the SMS or SS， the service manager shows the status of the server is exception, and reinstallation doesn't solve the problem.

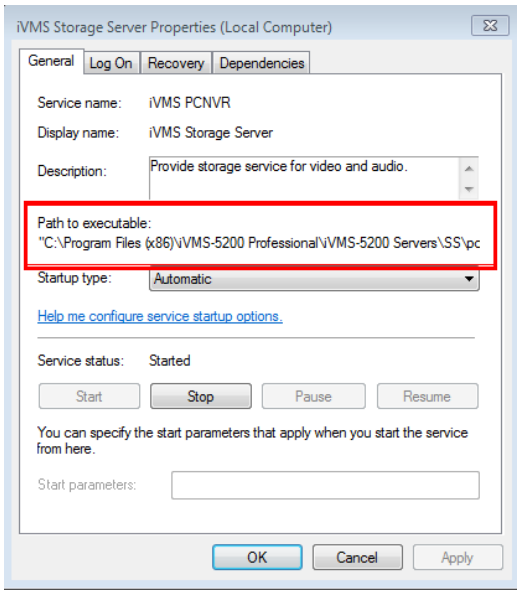
If the server has been installed on this PC before, but not being uninstalled normally, then the problem will occur.

Solution：

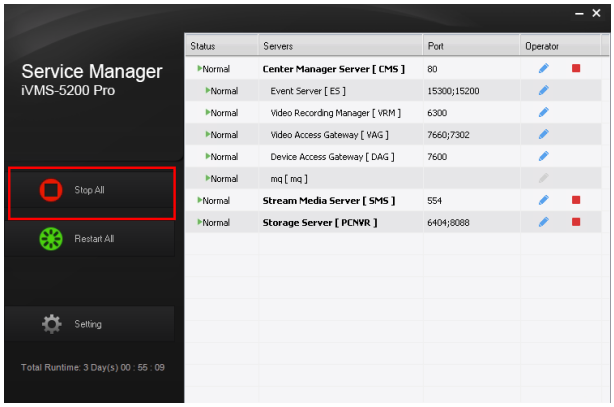
Open Windows Service， find the service， right click， check properties：



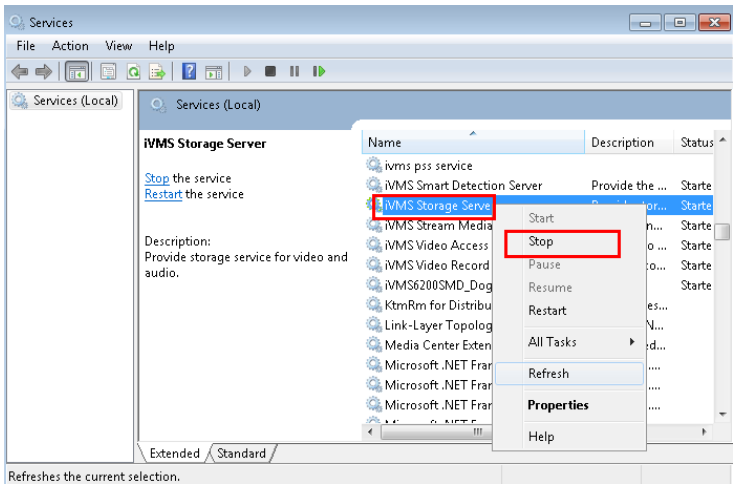
Check the path of the service to see if it is the same path that you have installed the server



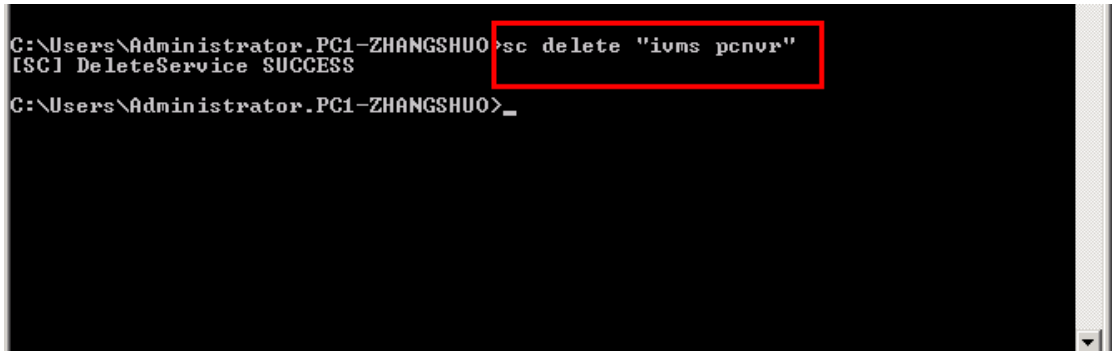
If the path is different, first, stop all the running services of the software; exit the Service Manager of iVMS-5200professional.



Second, stop the service still running on the windows:

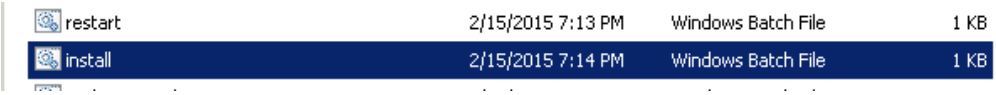


Third, delete the service:



Forth: Reinstall the service:

You will find the “install” file in the server’s installation directory, double click it and reinstall the service:



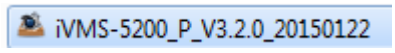
Notice:

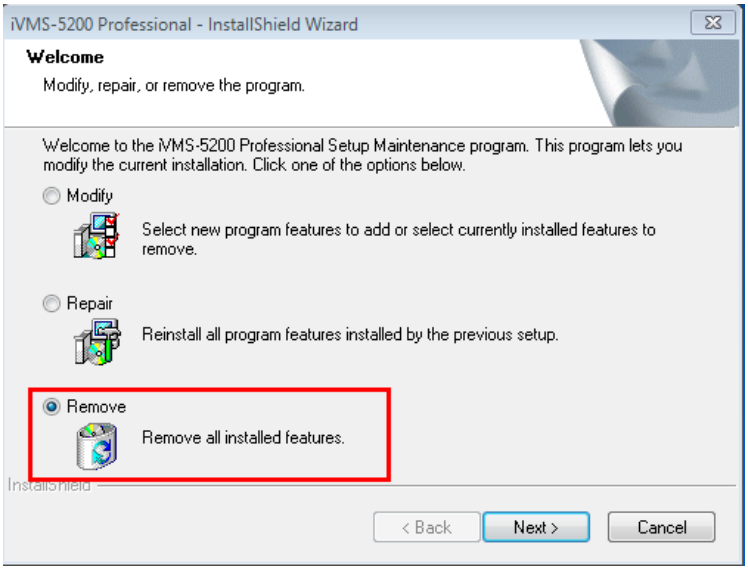
The improper uninstallation will cause some unknown problem of the software, we strongly recommend you to follow the correct instruction of the uninstallation

Here are two ways to uninstall the software, before you start uninstall, make sure you have stopped all the services and exited the Service Manager of the iVMS-5200professional

Two ways to uninstall:

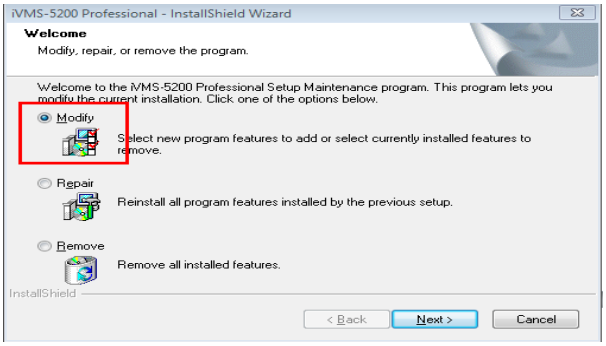
i. Use the software installation package



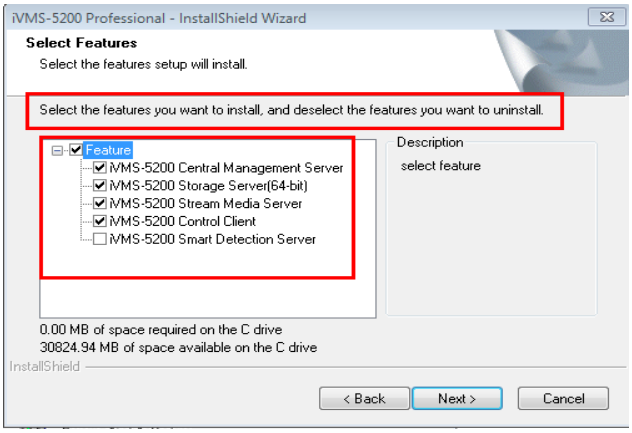

iVMS-5200 Professional - InstallShield Wizard
Welcome
Modify, repair, or remove the program.
Welcome to the iVMS-5200 Professional Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Modify
Select new program features to add or select currently installed features to remove.
Repair
Reinstall all program features installed by the previous setup.
Remove
Remove all installed features.
InstallShield
< Back
Next >
Cancel

ii. Use the Windows Start Menus: Start -> all programs-> ivms-5200professinal-> uninstall

1.3 Modify the software


iVMS-5200 Professional - InstallShield Wizard
Welcome
Modify, repair, or remove the program.
Welcome to the iVMS-5200 Professional Setup Maintenance program. This program lets you modify the current installation. Click one of the options below.
Modify
Select new program features to add or select currently installed features to remove.
Repair
Reinstall all program features installed by the previous setup.
Remove
Remove all installed features.
InstallShield
< Back
Next >
Cancel

When you use the modify function of the software, you should read the introduction carefully. The selected module is the module that already has been installed on your PC, if you deselect it, this module will be uninstalled.

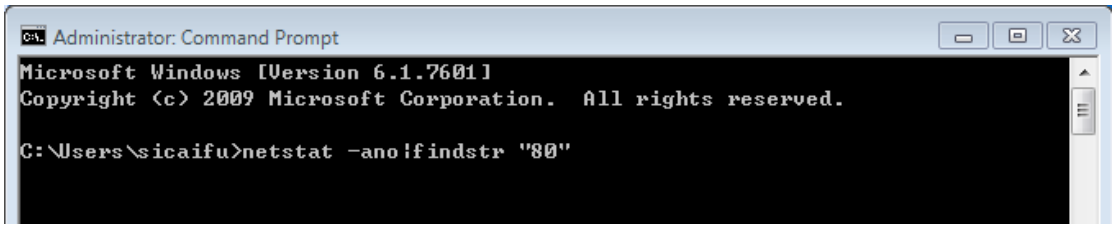

iVMS-5200 Professional - InstallShield Wizard
Select Features
Select the features setup will install.
Select the features you want to install, and deselect the features you want to uninstall.
Feature
iVMS-5200 Central Management Server
iVMS-5200 Storage Server(64-bit)
iVMS-5200 Stream Media Server
iVMS-5200 Control Client
iVMS-5200 Smart Detection Server
Description
select feature
0.00 MB of space required on the C drive
30824.94 MB of space available on the C drive
InstallShield
< Back
Next >
Cancel

1.4 NPF service installation failed

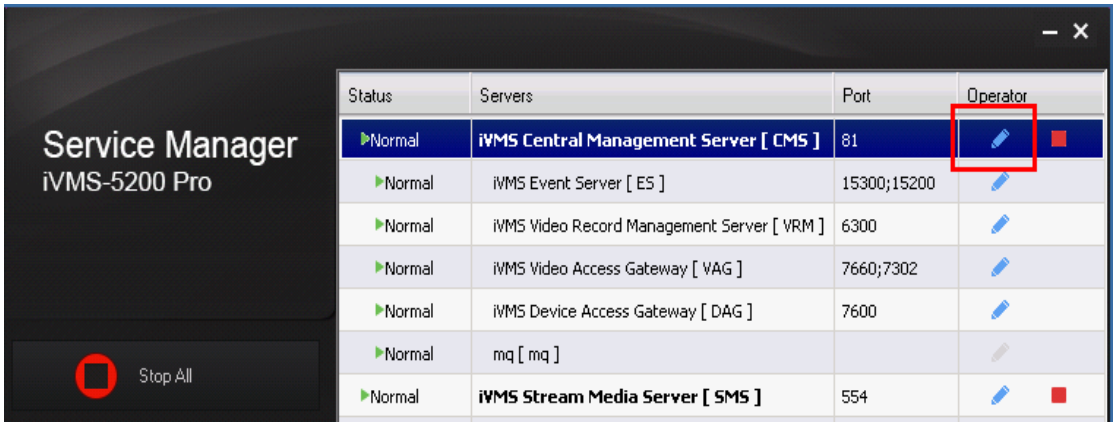
When installing the software, it pops up the error information says “NPF service install failed”. This problem will cause the auto searching of online device fail. Usually it is because of your PC’s memory is insufficient. You need to just reinstall the software

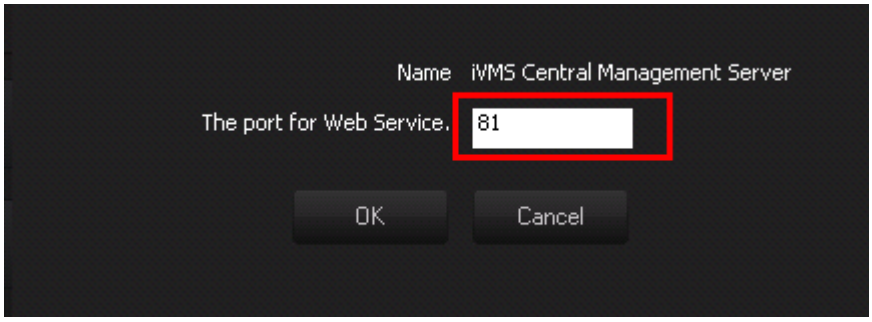
2 Server exception

1. Check the status of “80” port. The CMS will use the “80” port by default, if this port is occupied, it will result to the exception of CMS

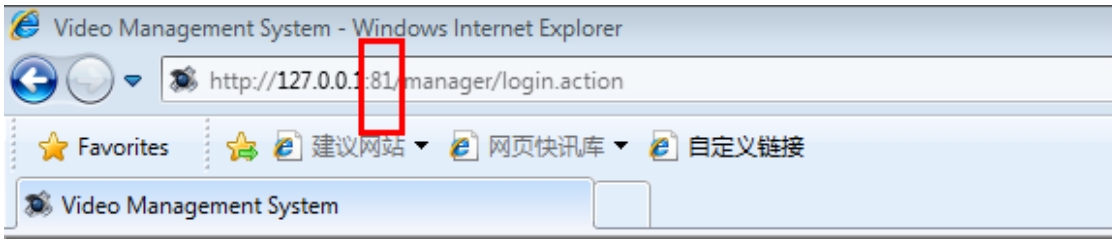

Administrator: Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Users\sicaifu>netstat -ano|findstr "80"

If the 80 port is occupied, you can: a. kill the process which is occupying the port, for detail, you can refer to 【database port is occupied】 b. You can also modify the CMS port on Service Manager:

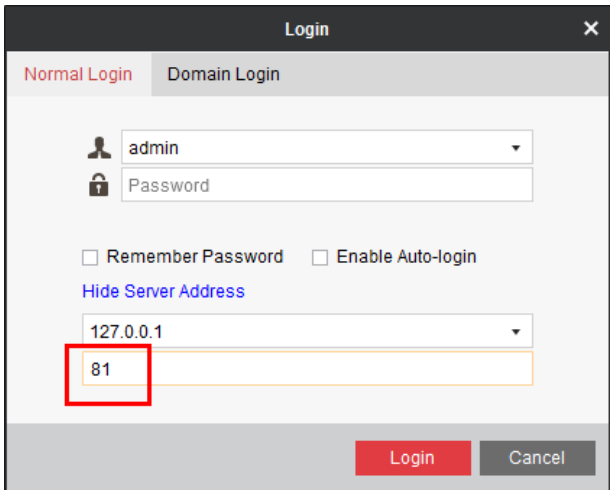




Notice: After you have modified the port of the CMS, when you login the webmanager, you should add the port after the ip address, for example:”127.0.0.1:81”



And also don't forget to change the port number on client



2. The other module's exception will cause the exception of CMS. So if the ES/VRM/VAG/DAG or mq is running abnormally, please first make sure the ports they are using are not being occupied by other programs.

iVMS Central Management Server [CMS]	81
iVMS Event Server [ES]	15300;15200
iVMS Video Record Management Server [VRM]	6300
iVMS Video Access Gateway [VAG]	7660;7302
iVMS Device Access Gateway [DAG]	7600
mq [mq]	

3 *Live View Issues*

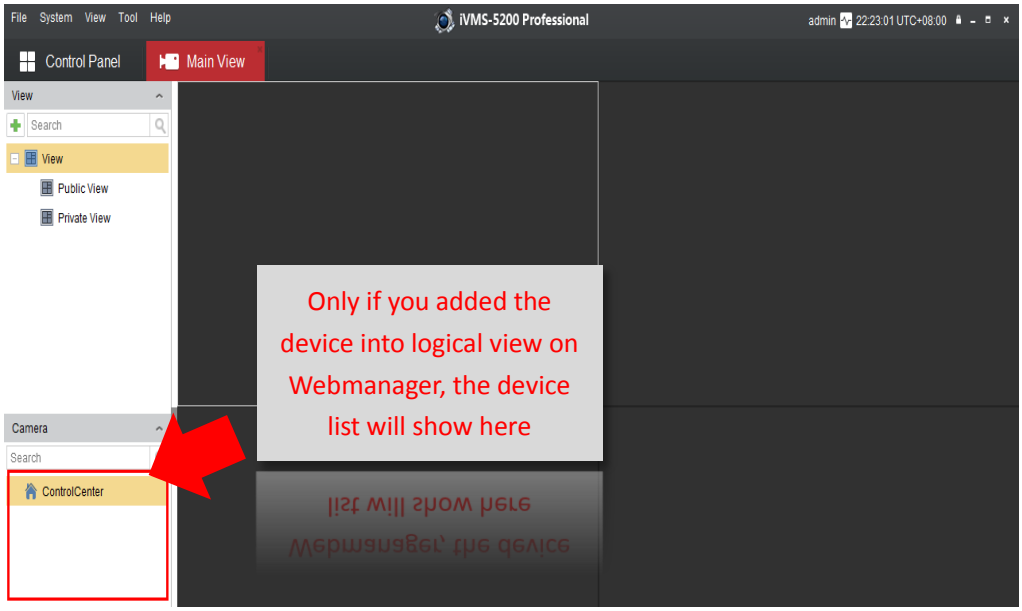
3.1 Unable to open live view or live view failed

i. Check the network connection of the Client and devices, and if the devices goes through the SMS, check the connection of the SMS, also make sure the SMS is running well. Please refer to 【Stream Media Server】 Notice: If the device is not a Hikvision device, it must go through the SMS(Stream Media Server).

ii. Login the device directly through the web; make sure the live view is fine.

iii. Make sure your user account has the proper right to see the live view. If the user doesn't have the live view right, please contact your system administrator.

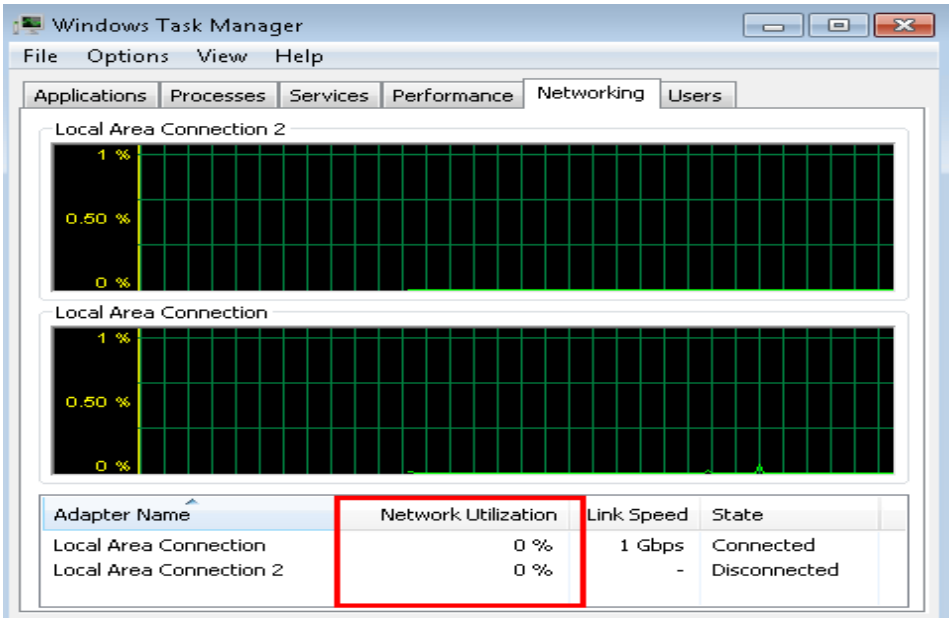
iv. Make sure you already added the device into logical view on Webmanager. For detail, please refer to the User Manual

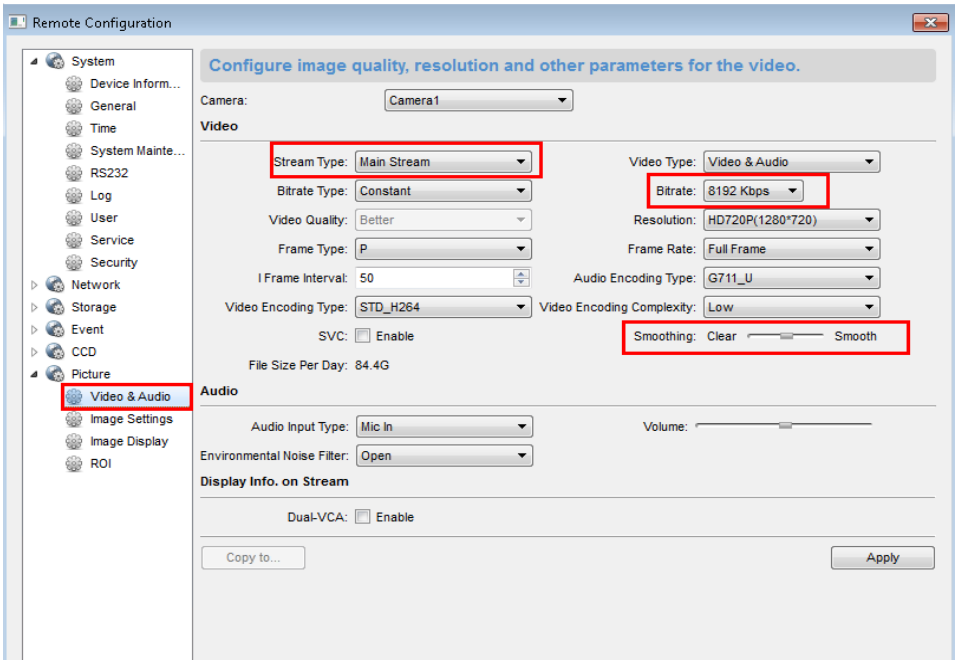


3.2 Live view leap issue

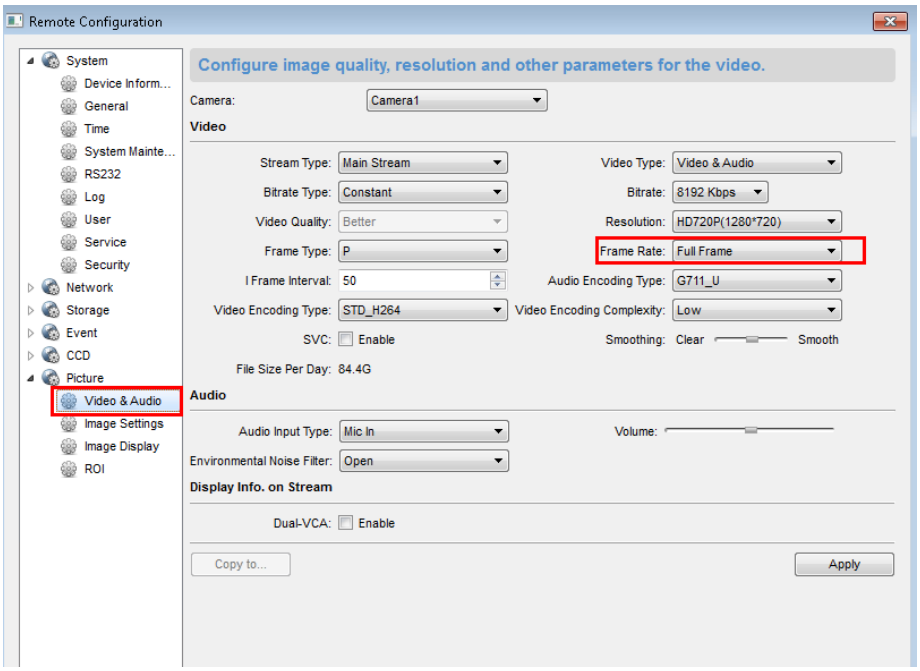
i. Login the device through the Web directly, see if the device has the leap issue.

ii. Check the PC's network utilization, shown as below. Make sure it does not reach a very high level. If the network utilization is at a very high level, please adjust the bitrate of the cameras and use sub stream instead of main stream.





iii. If the network bandwidth is enough, then check the frame rate, see if the frame rate is very low, adjust the frame rate to full frame.



iv. If the device has been added to a SMS(Stream Media Server), check the SMS status. see 【Stream Media Server】

4 *Playback Issues*

4.1 Local storage issues

i. Check the network connection between the Client and the devices, make sure the network is working fine

ii. Check the time zone and time of the device, the CMS's PC and the client PC. Make sure they are correct

iii. Check if the device goes through the SMS(Stream Media Server)【Stream Media Server】

4.2 Storage Server issues

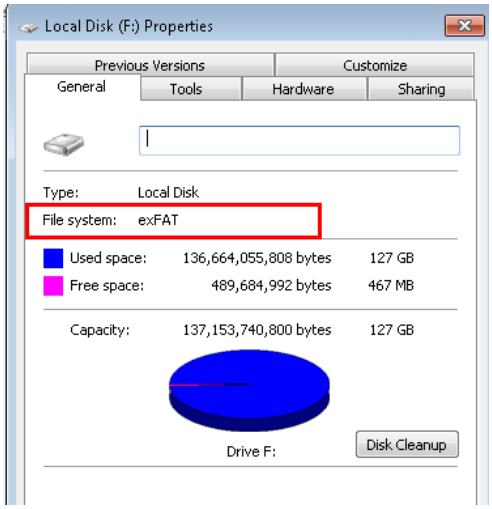
SS(Storage Server) pre-allocation failed

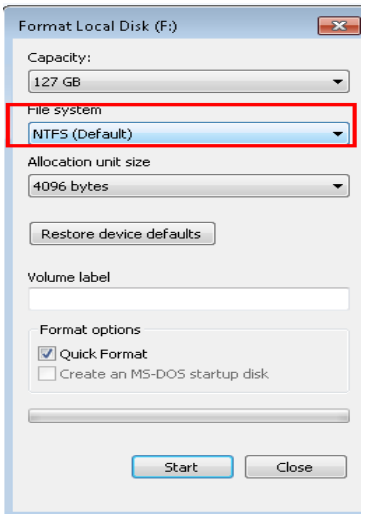
Storage server running well, but can't be configured.

i. Check your PC's HDD, if your HDD only have one disk partition" C:" ,the software will not pre-allocate the C disk, you need to partition the HDD into at least two different disks

ii. The software also can't pre-allocate the disk which is installed the server, we suggest to install the server on disk C

iii. The Storage Server doesn't support the file system exFAT, if your file system is exFAT, you need to format the disk into NTFS file system





Searching record file failed:

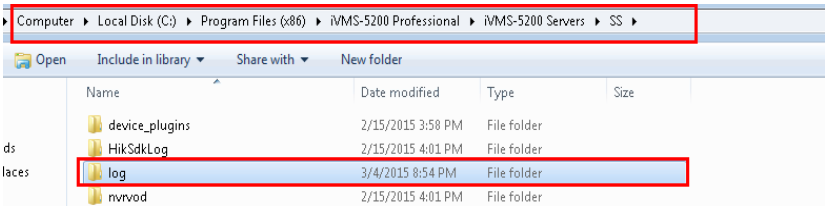
i. Make sure the SS is running well and the network connection between SS and Client is fine。

ii. Check the time zone and time of the storage server's PC, CMS's PC and the client PC, make sure they are correct

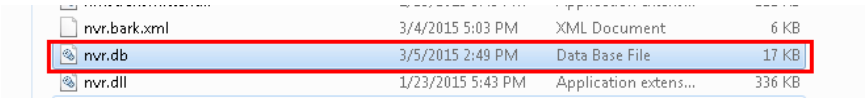
Files needed to locate the problem:

In order to locate the problem of Storage Server, we need you to provide our technical engineers with the following documents

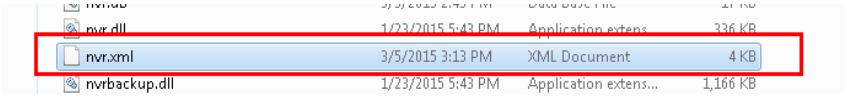
i. The **log files** in the Storage Server installation directory (iVMS-5200 professional --> iVMS-5200 servers --> SS --> log)


Computer ▸ Local Disk (C:) ▸ Program Files (x86) ▸ iVMS-5200 Professional ▸ iVMS-5200 Servers ▸ SS ▸
Open
Include in library
Share with
New folder
Name
Date modified
Type
Size
device_plugins 2/15/2015 3:58 PM File folder
HikSdkLog 2/15/2015 4:01 PM File folder
log 3/4/2015 8:54 PM File folder
nvrvod 2/15/2015 4:01 PM File folder

ii. The **configuration file "nvr.xml"** in the Storage Server installation directory


nvr.bark.xml 3/4/2015 5:03 PM XML Document 6 KB
nvr.db 3/5/2015 2:49 PM Data Base File 17 KB
nvr.dll 1/23/2015 5:43 PM Application extens... 336 KB

iii. The **database file "nvr.db"** in the Storage Server installation directory。


nvr.dll 1/23/2015 5:43 PM Application extens... 336 KB
nvr.xml 3/5/2015 3:13 PM XML Document 4 KB
nvrbackup.dll 1/23/2015 5:43 PM Application extens... 1,166 KB

iv. The **"dmp " file** with ".dmp" as the suffix of the file. Notice: the dmp files may not exist, but if it exists, you must provide these files

v. **System Operation logs**. please refer to【How to export the system operation files】

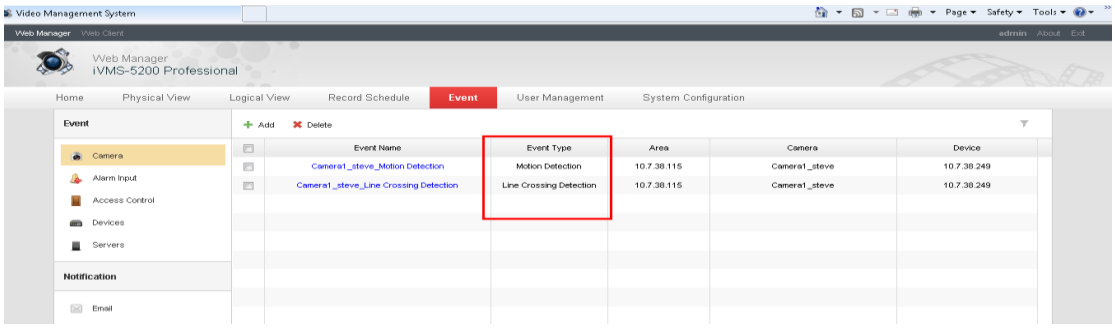
5 *Alarm and alarm linkage issues*

5.1 Getting alarm information failed

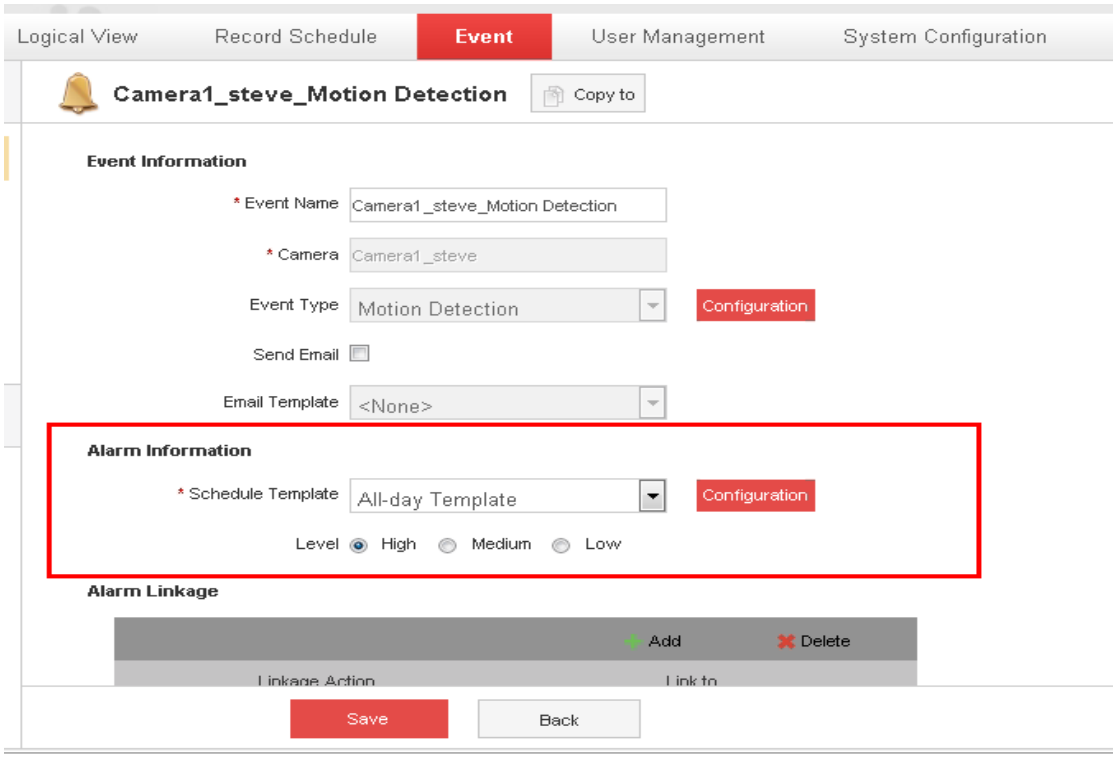
Check the alarm configuration:

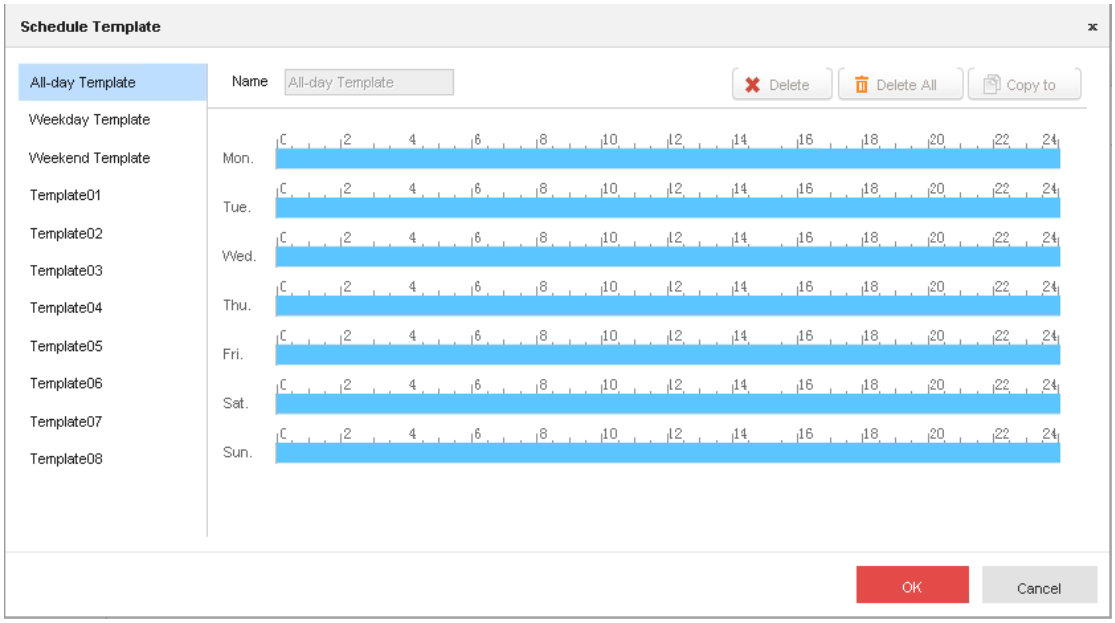
i. On Webmanager:

Make sure you have added the event of channels on webmanager



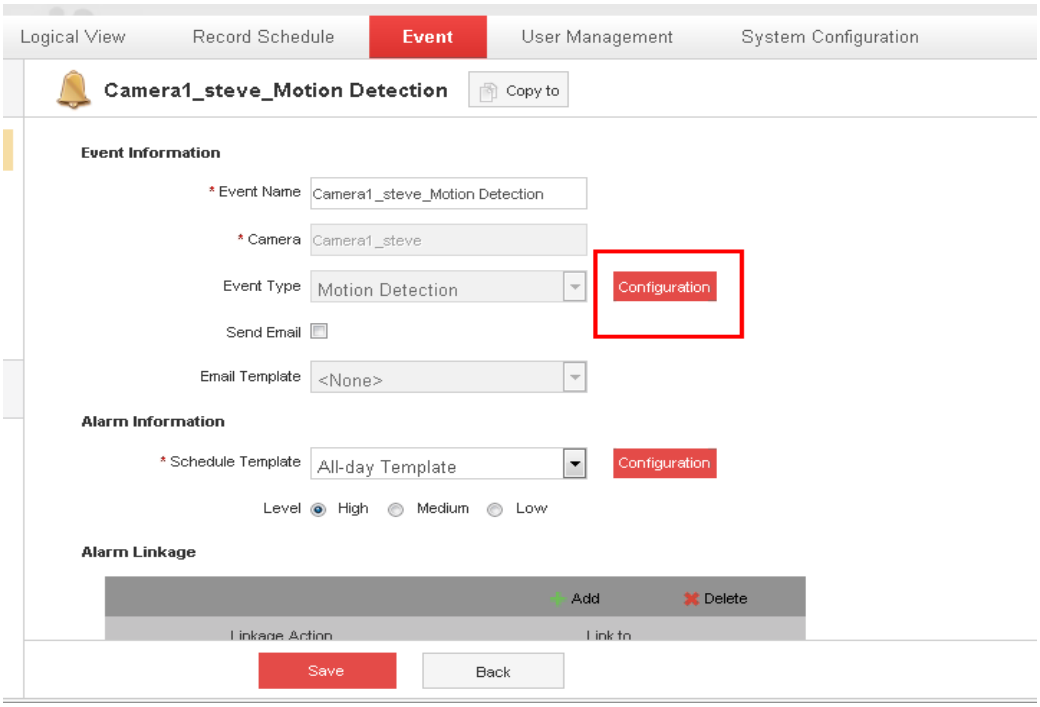
Alarm schedule is configured properly





ii. On device:

Login the device by remote configuration:

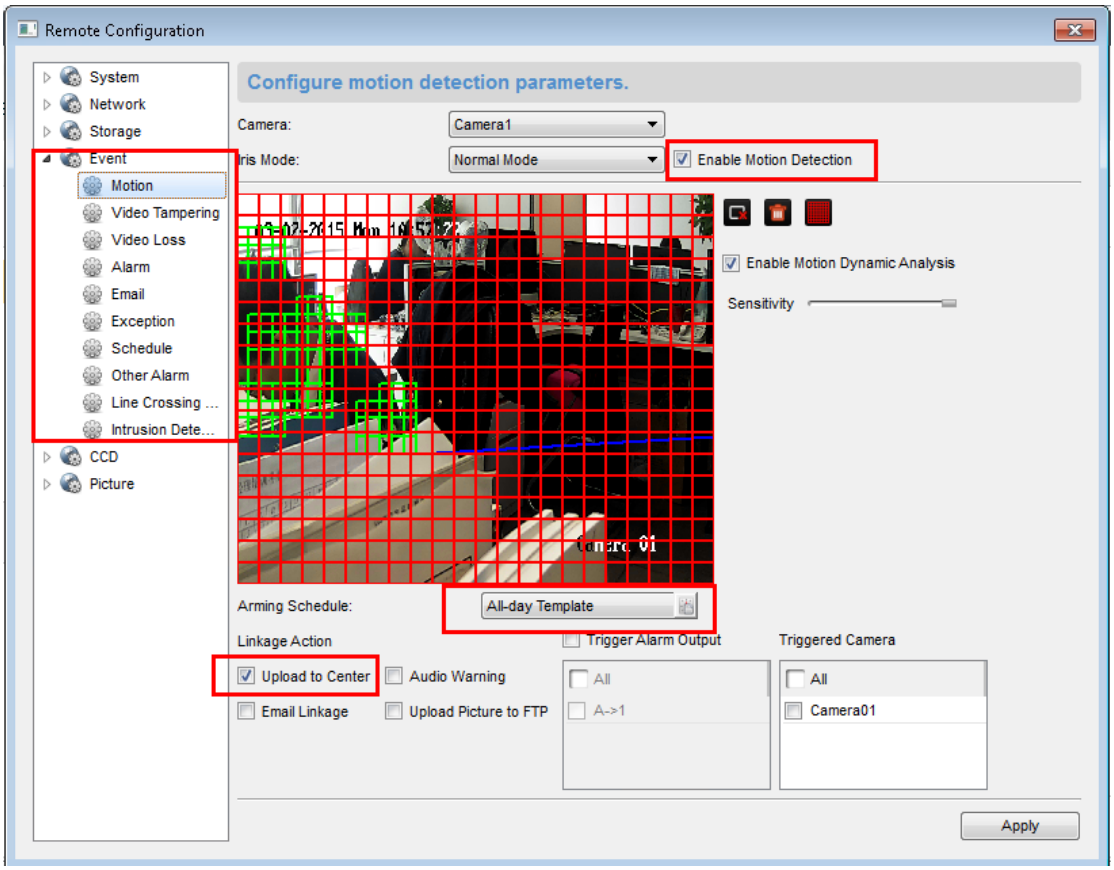


Make sure you have enabled the event; here we take motion detection as an example

Arming schedule is all day template

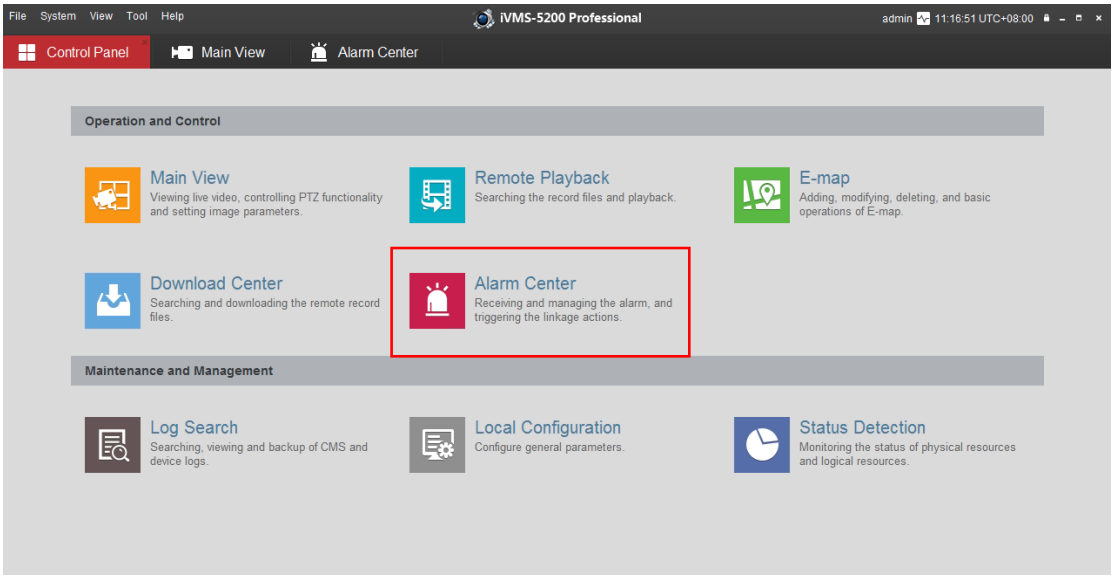
Upload to center is selected

Check the other related configuration, like the arming area, the sensitivity of the detection, etc.

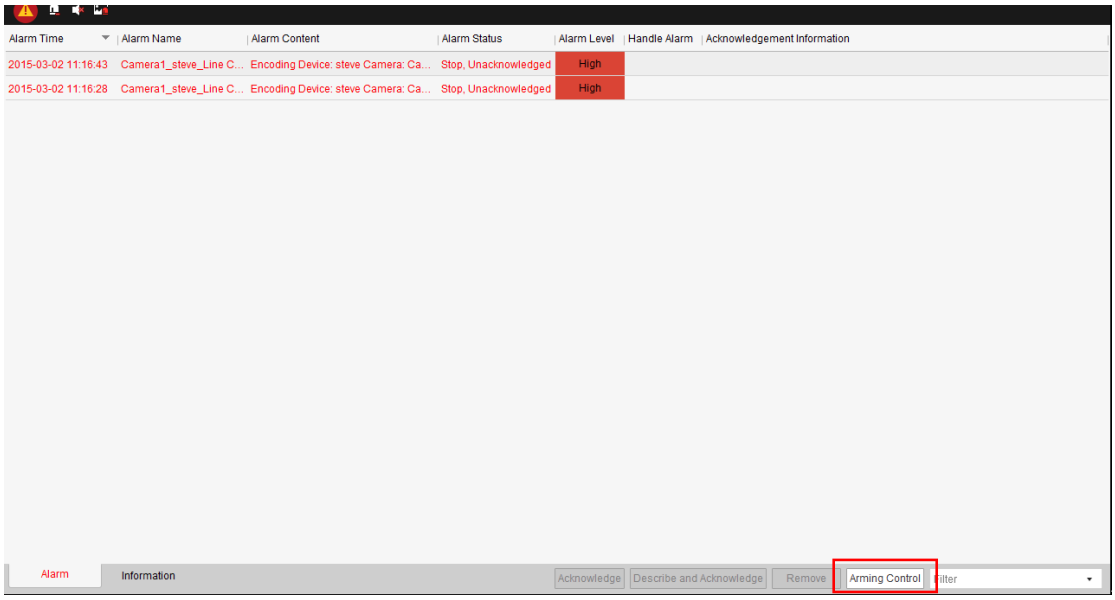


iii. on Client:

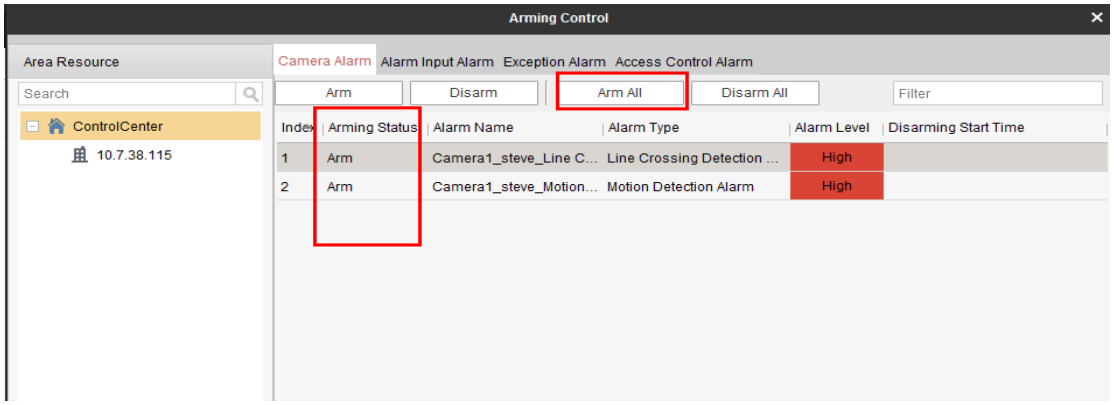
Open Alarm Center


File System View Tool Help
iVMS-5200 Professional
admin 11:16:51 UTC+08:00
Control Panel
Main View
Alarm Center
Operation and Control
Main View
Viewing live video, controlling PTZ functionality and setting image parameters.
Remote Playback
Searching the record files and playback.
E-map
Adding, modifying, deleting, and basic operations of E-map.
Download Center
Searching and downloading the remote record files.
Alarm Center
Receiving and managing the alarm, and triggering the linkage actions.
Maintenance and Management
Log Search
Searching, viewing and backup of CMS and device logs.
Local Configuration
Configure general parameters.
Status Detection
Monitoring the status of physical resources and logical resources.

Open arming control



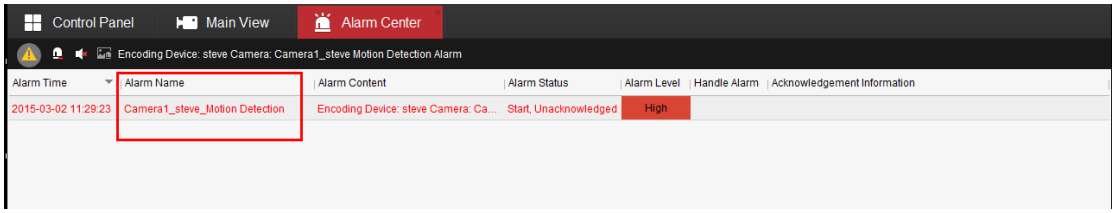
Check the arming status, if the status is shown as disarmed, click “Arm All”, or select a specific channel and click “Arm”.



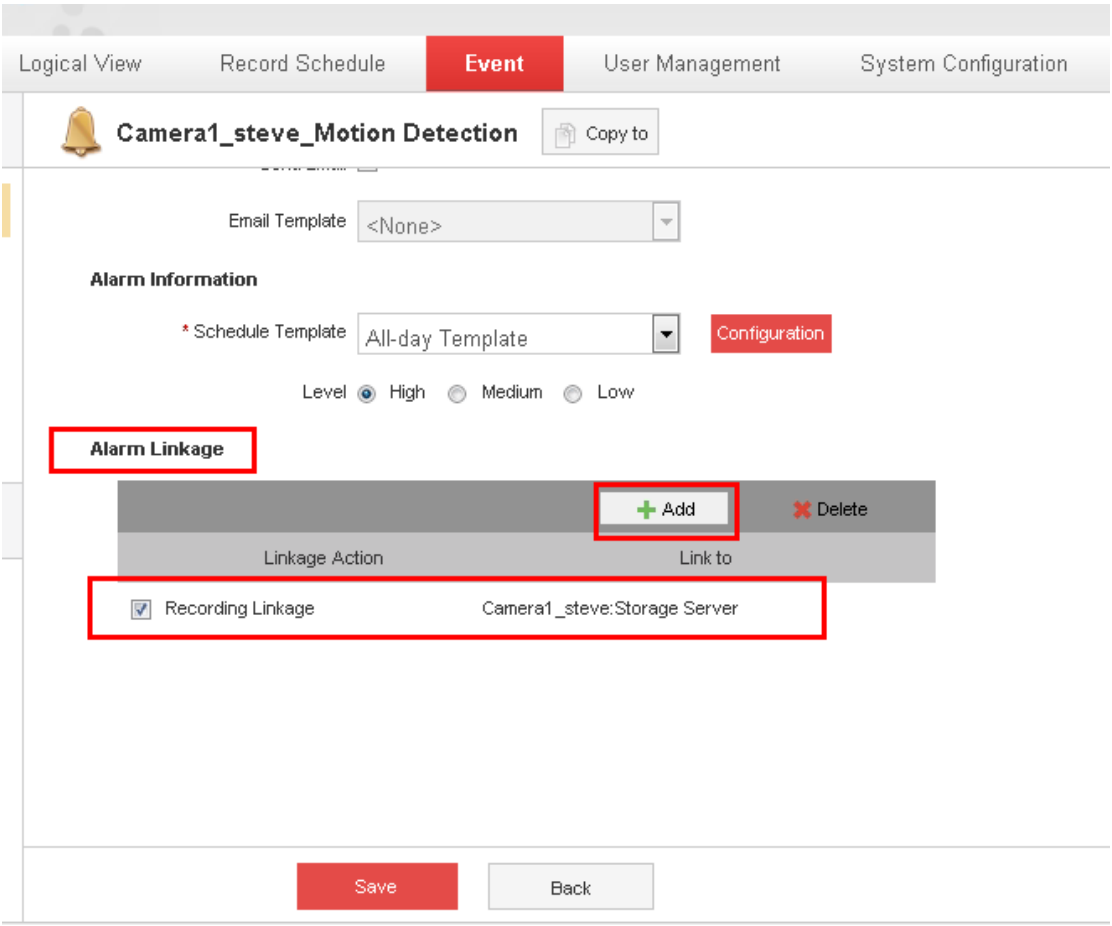
5.2 Motion detection record issues

Check the basic configuration of motion detection：

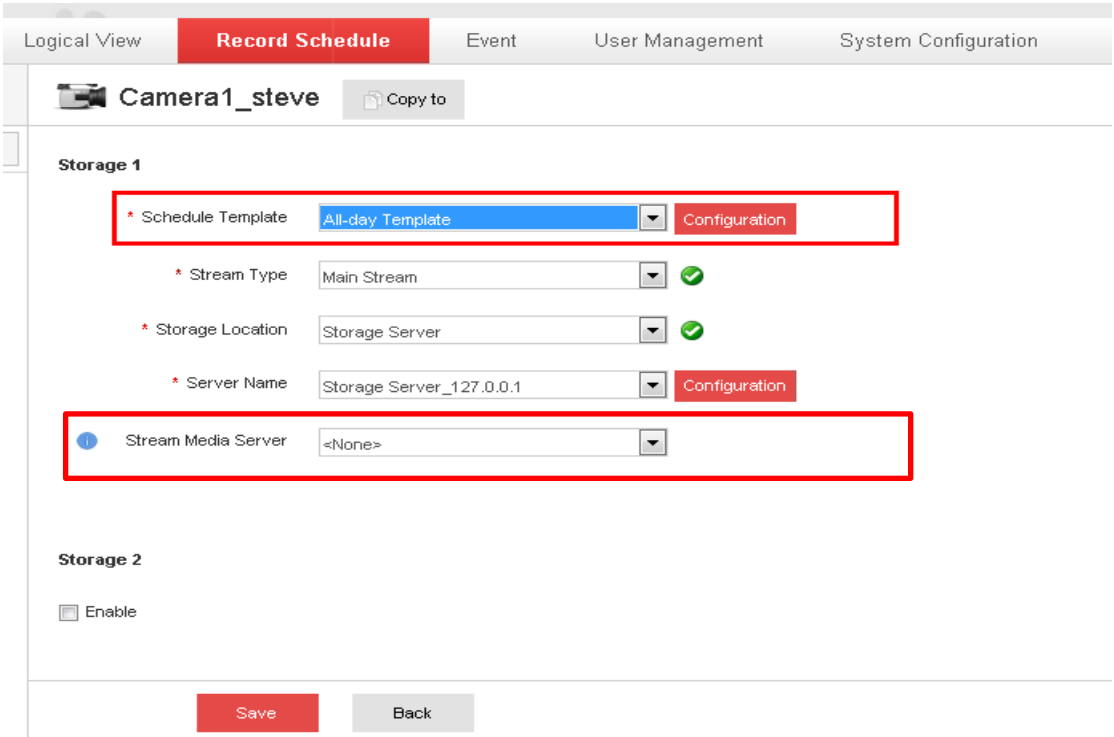
First please make sure the client can get the motion alarm information, if not, please refer to 【Geting alarm information failed】



If the information of the motion alarm can be obtained properly by the client, check on the Webmanager, see if you have added a recording linkage, and the recording linkage should be selected



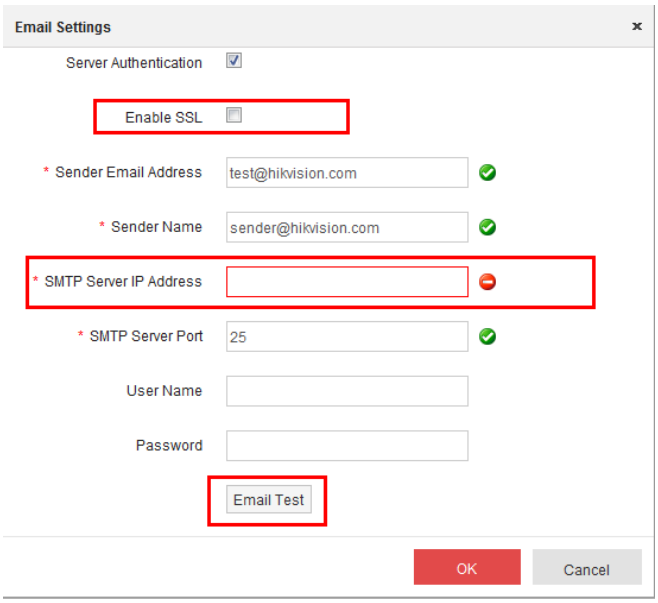
If the device has configured the SMS, please check the status of the SMS, please refer to【Stream Media Server】



5.3 Email linkage failed

i. First make sure you get the alarm information properly, if you can't get the alarm information , please refer to【Getting alarm information failed】

ii. Check the email setting below, make sure the Email test is fine, if your email server needs SSL, please check the SSL, and the SMTP server should be available.



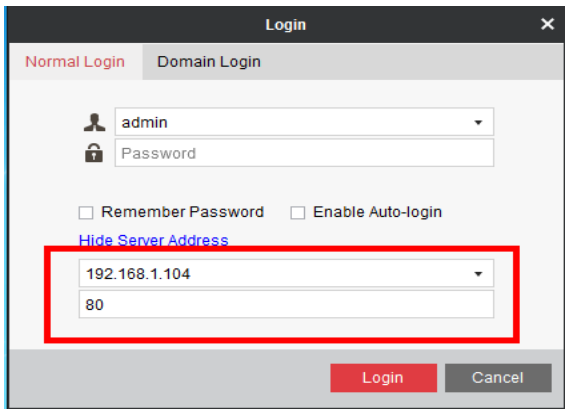
6 *Login/Connection Issues*

6.1 The connection between Client and CMS failed

i. Check the status of CMS , if the CMS is abnormal, please refer to 【CMS server exception or unregister】

ii. Use command "ping" to check the network between the control client and the CMS, make sure the network is fine.

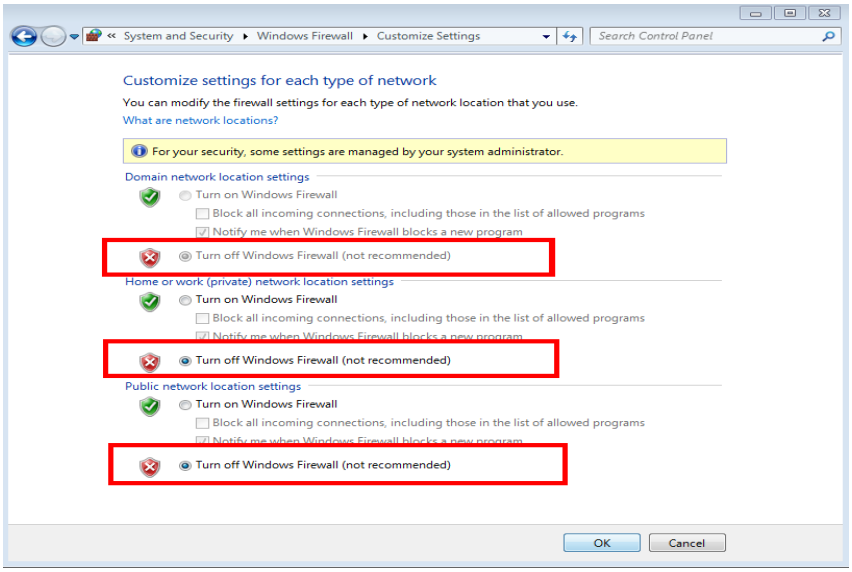
iii. Check the server address and the port of the CMS on control client, make sure you have input the right address:



iv. Turn off the windows firewall and the antivirus software on both control client's PC and

CMS's PC:

Control panel ->> system and security ->> windows firewall


System and Security ▸ Windows Firewall ▸ Customize Settings
Search Control Panel
Customize settings for each type of network
You can modify the firewall settings for each type of network location that you use.
What are network locations?
For your security, some settings are managed by your system administrator.
Domain network location settings
Turn on Windows Firewall
Block all incoming connections, including those in the list of allowed programs
Notify me when Windows Firewall blocks a new program
Turn off Windows Firewall (not recommended)
Home or work (private) network location settings
Turn on Windows Firewall
Block all incoming connections, including those in the list of allowed programs
Turn off Windows Firewall (not recommended)
Public network location settings
Turn on Windows Firewall
Block all incoming connections, including those in the list of allowed programs
Turn off Windows Firewall (not recommended)
OK
Cancel

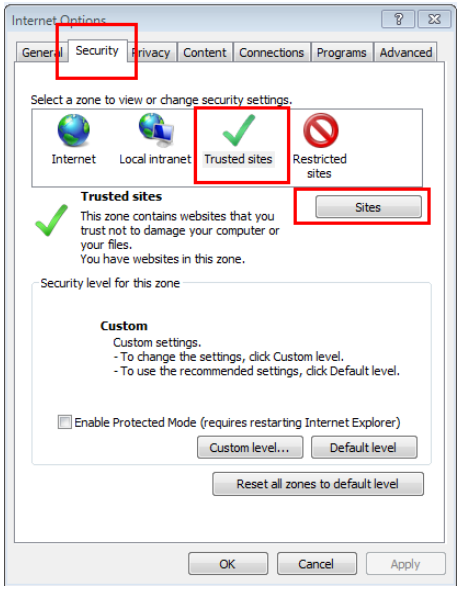
6.2 Login Webmanager failed

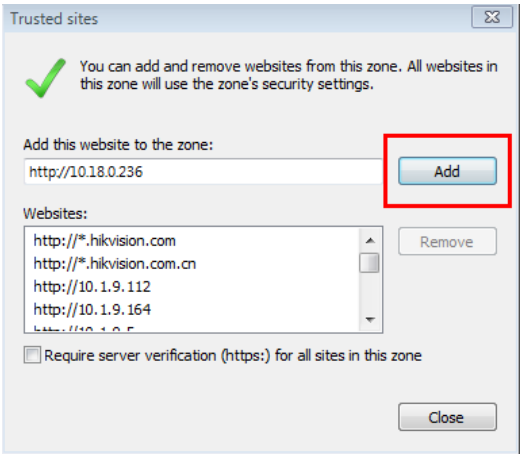
1. First check the CMS status, and make sure you have input the correct IP address and port number of the CMS.

2. Install the web plug-in

3. If the IP address and the port number is right, and the web plug-in is installed properly, but when login the webmanager, it shows a blank webpage, please follow the following steps, add the IP address as a trusted site:

Open the IE --> Tools --> internet option:





7 Mobile Client Issues

7.1 Live view failed

i. The mobile live view of iVMS-5260 requires SMS, make sure you have configured the SMS and the status of SMS is normal. You can refer to【Stream Media Server】

ii. The **Server address** you have input on your mobile client is correct, if the CMS port is not "80", you should add the port number after the IP address.

iii. If you use another network or internet to access the software, check your WAN configuration, please refer to 【WAN Access Issues】

8 Activation Issues

1. Before you start to activate your iVMS software, please make sure your PC's time is the correct time, otherwise it might fail to activate the iVMS software.

2. The license can only activate one CMS, before you use the same license to activate another CMS, or use a new license to activate the activated CMS, you should deactivate the license first or it will fail. Also the new license can't be used to activate the old version software

3. if your CMS is installed on the virtual machine, you can't use the active code to active the CMS, you will need a dongle.

If there is any activation issue, please send the following information to our technical engineer:

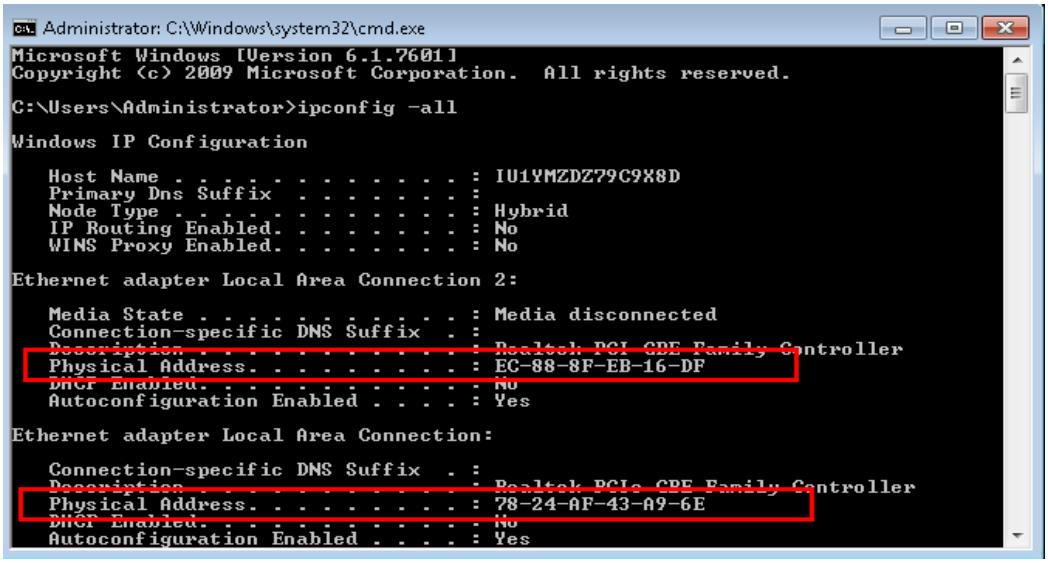
i. The error information that has popped up when you were activating, for example :

ii. The license number that you have purchased from your vendor

iii. The network card information, including:

a. how many network cards you have on the server's PC

b. the MAC/physical address of each network card：


Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.
C:\Users\Administrator>ipconfig -all
Windows IP Configuration
Host Name . . . . . : IU1YMZDZ79C9X8D
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
Ethernet adapter Local Area Connection 2:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :
Physical Address. . . . . : EC-88-8F-EB-16-DF
Autoconfiguration Enabled . . . . : Yes
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . :
Physical Address. . . . . : 78-24-AF-43-A9-6E
Autoconfiguration Enabled . . . . : Yes

9 *Others*

9.1 WAN Access Issues

If you need to access the software through the public network or you want to login at another different local network, the WAN Access configuration is required.

9.2 Stream Media Server

Stream Media Server is related with Live view, playback. For mobile live view and the non-hikvision devices' live view, the SMS is must. You can check the status of Stream Media Server by follow the following steps:

i. Make sure you have installed the SMS on the PC and the SMS is running well.
ii. Check the network connection of the SMS, CMS, and the devices
iii. Turn off the firewall and anti-virus software of the SMS's PC
iv. Check the port "554","6678","6001", make sure they are not being occupied by other process.
v. Check the network utilization of the SMS's PC, make sure it is not insufficient